

Nomination Form

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FEDLINK Library/Information Center of the Year Award

INSTRUCTIONS: Please save a copy of this Nomination Form, complete the form in Word, print a copy and get signatures on (current) page 2*, and email or fax a copy with the Selection Criteria Statements and Supporting Materials to fliccfpe@loc.gov or 202-707-4828. All Nominations must be faxed or emailed no later than Friday January 16, 2015. If you do not receive confirmation within one week, please contact Lizzie Daniels by phone at 202-707-4813. **(Completed form will probably be longer than 2 pages.)*

Use the exemplars at http://www.loc.gov/flicc/Awards/previous_year_exemplars.html as a guide in completing the application packet and writing the Selection Criteria Statements.

Please complete the boxes below. They will expand as you type.

NOMINEE:

Library/Information Center Name: Barr Memorial Library

Name of Director/Head: Robert M. Steinmacher, Supervisory Librarian

Agency: Fort Knox Family and MWR, Community Recreation Division, USAG Fort Knox, KY

Library/Information Center Address: 62 W. Spearhead Division Avenue Bldg 400,

City: Fort Knox State: KY Zip: 40121

Phone: (502) 624-1232

Fax: (502) 624-3578

Email: usarmy.knox.imcom-atlantic.mbx.dfmwr-barr-library@mail.mil

Number and type of Users/Patrons: nearly 200,000 patrons FY14 (Soldiers, Family Members, Retirees, Civilian Employees, Contractors, Students)

Number of Staff (federal and contracted): 11 FTE

Total Annual Budget from all sources, including salaries, acquisitions and other operating expenditures: approximately \$735,000

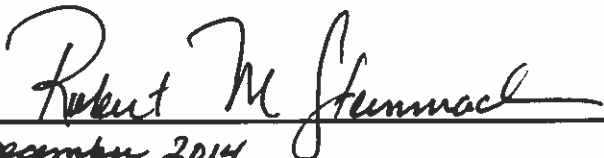
Additional Comments or Explanations: _____

Nomination Form

NOMINATOR:

Name: Robert M. Steinmacher
Title: Supervisory Librarian
Organization: Barr Memorial Library
Preferred Address: 62 West Spearhead Division Avenue Bldg 400
City: Fort Knox State: KY Zip: 40121
Phone: (502) 624-1232
Fax: (502) 624-3578
Email: robert.m.steinmacher.naf@mail.mil
Relationship to Nominee: Director of library services

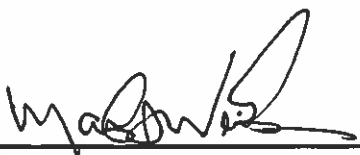
Nomination Statement(Mandatory): I believe the nominee should be Federal Library or Information Center of the Year for Fiscal Year 2014 because (50 words or less) it exemplifies the best of Army libraries and serves the community with services, resources, and programs on par with the best of its public library counterparts. It's heavy use, praise by users, and proven track record of innovation and resource management make it a standout of Army libraries.

Signature: 
Date: 18 December 2014

MANAGEMENT APPROVAL (Organization above the Library/Information Center):

Name: Mark A. Wicker
Title: Chief, Community Recreation Division
Organization: Fort Knox Family and MWR

Statement of approval: I approve this nomination for Library/Information Center of the Year.
Comment: _____

Signature: 
Date: 18 DEC 2014

Barr Memorial Library Mission Support

Barr Memorial Library is part of the Directorate of Family and Morale, Welfare and Recreation at the Fort Knox U.S. Army Garrison, located in west central Kentucky. The Directorate's Mission Statement is to "Deliver flexible, innovative and relevant programs and services that enable readiness and resiliency to the Total Military Family." Its Vision Statement is "The driving force that builds and sustains the strength of the Total Military Family." Fort Knox Family and MWR supports the Army values of loyalty, duty, respect, selfless service, honor, integrity, and personal courage.

The Library is committed to specifically supporting these tenets of Fort Knox Family and MWR. By clicking on "About the Library" at www.barrlibrary.org, one can see the full depth and breadth of these commitments. Among them:

- We will offer programs and services tuned to the battle rhythm of the Fort Knox community, remaining attuned to the constant state of readiness in which the Post exists
- We will embed ourselves in the fabric of our community by actively engaging customers and potential customers by participating in outreach events, speaking at meetings and programs, and offering a diverse range of highly visible programs and services that will seek to attract new customers
- We will offer services that reach out to the community – from birth to the twilight years – offering a vast tableau of programs
- We will be a staff attentive to the needs of our customers, recognizing, respecting, and adapting to serve a constituency under enormous pressures
- We will be a community place, an anchor of our community that provides services to engage both the mind and the heart

The following list is not-all inclusive of the many initiatives and actions taken on the part of Library staff to meet those commitments. Using the American Library Association's Public Library Value Calculator, a conservative estimate of value that Barr Library offered the community in FY2014 could be valued at more than \$4.5 million. This return on investment is staggering when one considers the FY14 budget was approximately \$735,000. Here are examples illustrative of the many ways the Library was committed to serving the Fort Knox community exceptionally well in FY14:

- Provided computer access to support Soldier Mission essential training
- Actively participated in pre-deployment briefings for Soldiers and Families to heighten awareness for them as to the Library's specific resources for them
- Dramatically invested time and resources in expanding and rebuilding the children's non-fiction and fiction collections
- Provided numerous library skills classes, both basic and research focused, for the student of on Post universities
- Offered writing workshops for Soldiers and Family Members – in which those constituents were encouraged to develop their writing skills by a veteran college instructor
- Offered an Authors at Your Library program on par with the best of public libraries, which included over 20 programs, 7 of which featured New York Times Bestselling authors.

Barr Memorial Library Creativity/Innovation in Services

Barr Library thrives on creativity and innovation. The Library is constantly assessing existing programs and services, adjusting to the needs of the community either through revision of existing programming and services or through the creation of new ones. The Library is recognized as a leader amongst its Army Library peers, participating and leading through committees and the development of best practices which peer libraries have adopted. And, in an environment where budgets are continually examined for cost savings, the Library attracted commercial sponsorship to underwrite summer reading programming. Additionally, sponsors funded the provision of complimentary copies of New York Times Bestselling authors' books for Soldiers in uniform.

Among the creative and innovative changes in services during Fiscal Year 2014:

- Deployed the LibraryBox at over a dozen locations across the installation; the LibraryBox is a self-contained, closed wireless network containing Library information as well as eBooks, movies, audio and music available for immediate download or streaming on wireless devices
- Deployed Roku digital streaming devices as a circulating item, enabling patrons to take advantage of free streaming content and paid digital downloads procured by the Library
- Featured an ever evolving collection of over 120,000 items
- Deployed a videogame collection featuring titles for Wii, Playstation 3, and XBOX 360
- Offered over 20 Authors at Your Library programs, including ones featuring New York Times Bestselling Authors Harlan Coben, Brad Thor, Greg Iles, Joseph Finder and Andrew Gross; these programs featured free books for Soldiers to have autographed, courtesy of local sponsors recruited by and collaborating with the Library. Authors and publishers, along with local sponsors, offered these programs at a combined estimated value of \$75,000 at ZERO cost to the Library or Fort Knox installation
- Developed and offered new iterations of Summer Reading programs for children, teens and adults
- Offered nearly 300 "value added" programming opportunities for children, teens and adults with a staggering attendance of over 13,500
- Expansion of ebooks through Nook circulation
- Executed expanded marketing to promote the Library's Puppy Tales program, in which children can practice reading with a non-judgmental furry friend, courtesy of the Fort Knox Red Cross Pet Therapy program
- Updates and improvements to the Library's children's smart table facilitating interactive learning
- Invested in additional RFID technology, expanding self check options for patrons
- Participation in predeployment briefings and information fairs for civilian employees

These achievements, by no means all inclusive, represent the Library's overall commitment its service population of Soldiers, Family members, retirees, National Guard, civilian employees, retirees, contractors and students.

Barr Memorial Library Customer Satisfaction

With nearly 185,000 visitors in Fiscal Year 2014, the Library was a hub of activity for the Fort Knox community. Visitors borrowed nearly 200,000 items and almost 100,000 uses were registered on the public computers. Of those computer uses, nearly 43,000 hours of time were logged by users. The Library's 290 programs offered over the Fiscal Year, which ranged from weekly Story Hour for preschool Children and Teen Tuesdays for young adults to Summer Reading events for all ages to Soldier Stories to Authors at Your Library, attracted well over 13,500 participants.

Barr Library's patrons speak for themselves when it comes to their satisfaction. The Library collects data through both anecdotal and formal means, including evaluations following programs offered to the community and the Army's ICE (Interactive Customer Evaluation) system in which customers can express their comments and concerns. The following quotes are among those received in Fiscal Year 2014:

"I know remodeling is going on at the Barr, but that has not affected the staff. They are always helpful, professional and always willing to go the extra mile to help the customer. It is always a pleasure to visit."

"I have never seen a library on a military installation that can rival Barr Library. What an impressive facility!"

"Always something new and exciting. Best kept secret here at Knox. Best Library in 5 PCSs."

"Always a pleasure to stop by the Library. The authors and book signings are amazing, as well as the pet therapy of children reading to dogs. The staff is always super helpful and friendly."

"I love Barr library. It is the best Army library I have been to and I have been to several. They get new releases in a timely manner. I have requested two books not carried and both times they ordered them and let me know when copy was available. They have a great movie/game collection also."

"I cannot say enough great things about the Library. I have lived at four other Army posts and Barr Library is by far the best. I can almost always find the latest new releases. If by some chance they don't have it, they will make a note of it to look into getting it. The older books are still fairly current editions and clean. Staff is always helpful, even when you don't ask for help, they will notice if you appear lost and help, i.e. the first time I tried to use auto checkout I was lost and staff stepped right up and helped me. If you ask them something they don't know the answer to, they will find someone who does and not just say "don't know, sorry" and walk off. I love the Zinio magazine option also."

"Patsy, who runs the 10am Barr Library Tuesday Story Hour, is FANTASTIC! She is a true gem....always punctual, kind, interactive and thoughtful. We look forward to Tuesdays just because of her! The Story Hour itself is well run...books, games, songs and crafts. We really appreciate this activity."



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, US ARMY GARRISON COMMAND, FORT KNOX
1681 BULLION BOULEVARD
FORT KNOX, KENTUCKY 40121-2266

REPLY TO
ATTENTION OF:

IMKN-MW

17 December 2014

MEMORANDUM FOR FEDLINK Awards Working Group

1. I am writing to endorse Fort Knox's Barr Memorial Library as a candidate for Federal Library/Information Center of the Year for Fiscal Year 2014.

2. As Director of Family and Morale, Welfare and Recreation at Fort Knox, which falls under my command, I can attest that the Library's accomplishments and outcomes make it one of the Army's premiere library facilities. In fact, Barr Memorial Library was recognized in 2014 as a Department of Defense Certified Premier Library – the first library in the U.S. Army to achieve such a distinction. Barr Memorial Library exemplifies the best of what FMWR Army Libraries have to offer Soldiers, Families and all core constituents. In addition to recent local investments of \$2 million for renovation and expansion of the Library, another \$500,000 was invested this past fiscal year alone, improving the facility through, among other things, a new customer friendly entrance for ease of access.

3. In the past fiscal year, Barr Memorial Library offered services and programs that are among the best that Army Libraries and its public libraries offer. Among the accomplishments were the recruitment of top tier New York Times Bestselling authors (including Harlan Coben, Brad Thor, Greg Iles and Andrew Gross) to speak as part of our Authors at Your Library series, all the more remarkable is this was done at no cost to the installation. Our focus on quality programs and services includes an ongoing writing series workshop (Soldier Stories) for Soldiers and Family members, programs in which our deployed Soldiers could record stories for their children on DVD before deployment, and hugely successful Summer Reading programs for Children, Teens, and Adults. In FY14 we introduced Roku digital streaming devices as a circulating item and the Library expanded its reach into the community with the introduction of the LibraryBox, a self-contained wireless network filled with Ebooks, movies and audios. The LibraryBox was placed in over a dozen partner facilities, further embedding the Library into the culture of our community.

3. Because of its outstanding performance, I fully endorse the nomination of the Fort Knox Barr Memorial Library as the Federal Library/Information Center of the Year.

RANDALL B. MOORE
Director, Family & Morale,
Welfare and Recreation

17 December 2014

Dear Members of the Federal Library/Information Center Committee:

With great pleasure, I endorse the nomination of Barr Memorial Library at Fort Knox for the Library/Information Center of the year Award for Fiscal Year 2014. The greatest treasure at Fort Knox is not the gold in its vaults; in many ways, it is its library.

As a military spouse, retired federal employee, and college teacher, I have worked with many federal libraries as well as community and university libraries worldwide. Barr is not the biggest or richest in any way, but its programs distinguish it. Of all the libraries with which I have experience, Barr Library has done more than any other library to reach out to its clients and design and tailor its programs to provide support, education, and customized services to serve and attract its community, even when deployed overseas. I am sure the nomination packet shows you the depth and breadth of its programs, but let me mention a few I know well.

First, it offers all the traditional things one expects of a library, excellent collections of books and media, a friendly, responsive and knowledgeable staff, and a pleasant environment. Its newly renovated facility, excellent computer resources and wi-fi, and café invite one to stop by and stay awhile. It is located at a prominent crossroads, which the library leverages with outdoor signage promoting its special programs. Add to this library “boxes” around post (offering library resources for smart phones at places like the PX and gyms) and the most proactive event planning and promotion I have ever seen at a library, and you can see how Barr Memorial Library has transformed itself from a passive building full of books to an active community hub, buzzing with engaged clients.

Barr Memorial Library supports education in the Fort Knox community to include schools and colleges like the one where I teach at the education center just across the street. It offers the best research materials and facilities both online and physically. The research librarians offer my students research orientations and individual guidance in accessing materials in all media including massive academic databases, as well as technical support and advice. This I regard as one of the most basic requirements of a library; at Barr it is offered cheerfully and competently.

Barr Memorial Library is an early adopter of all new technology and uses technology innovatively to invite people in, such as offering Skype sessions that allow deployed soldiers to read books to their children. It offers classes in how to access and download e-resources. Its film and documentary resources pull people in, and the library promotes them with book-to-movie discussions, planned around prominent film debuts and book releases. It hosts book discussion groups, as well as groups with specific focuses, designed in conjunction with community/social services, such as domestic abuse prevention month, or designed around military topics relevant to its special audiences such as information for families of deployed soldiers or wounded warriors assigned to Fort Knox for recuperation or soldiers transitioning to civilian life.

In other words, Barr Library uses all the newest media as well as the oldest, to serve its clients and their specific needs and interests. It offers read-to-a-dog sessions (Puppy Tales) to


support early readers and retirement services to its oldest. It hosts summer reading programs and school-year reading programs for all age and special-interest groups. When the weather allows, the library even overflows its building onto the lawn for children's events. Twice a year or so, they host an entire petting zoo on the lawn with associated books, quite a spectacle to promote a library.

In FY 2014, it offered a series of writer workshops to nurture soldier and veteran writers, based on *Operation Homecoming: Writing the wartime experience* developed by the National Endowment for the Arts, with the support of the library staff and a local memoir author, attended by up to 20 aspiring writers, most recently deployed soldiers. Their only complaint was that we have not yet made it a permanent, on-going writing group.

One of its most powerful and innovative programs brings authors from all over the country to do readings and discuss their works.

Barr Memorial Library at Fort Knox proactively invites soldiers, family members, educators, civilians and retirees from the surrounding communities in to its facility. I have always loved libraries, but Barr Memorial Library is the first library I've ever had love me (and the whole community) back. Please join me in recognizing its excellence.

With all due respect,

A handwritten signature in cursive script that reads "Louise W. Eaton". The ink is dark and the signature is fluid, with a large initial 'L'.

Louise W. Eaton
Adjunct Faculty, English Department
Elizabethtown Community and Technical College
341 Amy Ave. Elizabethtown, KY 42701
Email: leaton0001@kctcs.edu



Library Box provides free downloads, information

Thursday, May 1, 2014 at 7:24 am (Updated: May 1, 9:56 am)

By LYSNIE DICKERSON

Gold Standard Off Duty Editor

lynsie.m.dickerson.ctr@mail.mil

There's a new way to access library resources when not at the library itself.

The library box is a combination of hardware and software that allows users to access content like e-books, movies and audio books through a freestanding Wi-Fi system, and has been placed at locations throughout the post. The library box also offers information about programs and services at the library, plus incentive coupons for download that can be redeemed at the library.

"It's a way for us to get out into the community virtually," said Michael Steinmacher, director of Barr Memorial Library. "The great thing about the library box is, wherever it is located, it is continually available to anyone with a portable electronic device (that is Wi-Fi enabled)."

To gain access to the library box when one is present, a user must launch their Internet browser and type in barrlibrary.mobi. Adobe Acrobat Reader software is necessary.

The library box doesn't collect personally identifiable information and doesn't require user logins, Steinmacher said. The system isn't connected to the Internet and user data isn't tracked. The library box also has protection in place to prevent malicious tampering, and has been approved by Fort Knox's Network Enterprise Center for use on post.

Steinmacher said he got the idea for the library box after a librarian named Jason Griffey presented one as a way to share information.

"When I saw it at a conference in September of last year, I kind of seized on the idea of using it in this community engagement process that we're trying to do," Steinmacher said. "It's about getting the word out as broadly as possible. It's about maximizing the use of resources; leveraging technology to spread the word about the library."

Library boxes can currently be found at One-Stop, The Exchange food court, Eisen-hower mini-mall, Smith Physical Fitness Center, Anderson Aquatics Center, Houston Bowling Center, Soldier and Family Assistance Center, the Human Resources Command cafeteria and the education center.

Steinmacher said he would like to increase the number of locations that have a library box, adding that the library box is a way to partner with the community and give people something to help them pass the time while waiting in line or while on the treadmill at the gym, for example.



Courtesy of Barr Memorial Library

THE LIBRARY BOX IS A COMBINATION OF HARDWARE AND SOFTWARE that allows users to access content like e-books, movies, audio books and information about library programs and services.